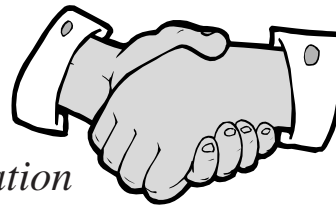


In Touch

The City's new monthly source for service information



Volume 3 - Issue 4



City Website - Ready To Assist

Did you know that the city of Salina has an online **Citizen Service Request** system? Some folks call it a 311 system. What that really means is that we now have a system to accept, manage, track and route citizen service requests all from a centralized secure website.

You may be asking, "What can I do with it and how can it help me?" If you have access to a computer with internet access, you can enter requests regarding the following issues:

| | |
|-----------------------------|--------------------------|
| Building Codes/Issues | City Fleet |
| City Mapping | City Projects |
| Curbside Recycling | Drugs-Suspected Activity |
| Flood Control/Stormwater | General |
| Graffiti | Household Haz. Waste |
| Landfill | Parks & Recreation |
| Police | Sewer Backup |
| Sewer Odor | Sewer/Water |
| Sidewalks | Streets |
| Suspected Criminal Activity | Traffic Signals |
| Trash Collection | Water Leak |
| Water Taste/Odor | Zoning Codes/Issues |

The new **Citizen Service Request** system can help you by allowing you to enter requests any-time (24/7) instead of waiting for city hall to open. The new system helps you avoid looking up city hall phone numbers and then trying to decide which department you should call. Using this system allows you to avoid driving down to city hall, trying to figure out which department to visit, and maybe even finding out in advance that the department is located somewhere besides city hall!

As city staff works on your issue, they can email

you of their progress. You can also be emailed when the service request closes. However, it is quite helpful for you to enter a correct email address if you want us to use this option. Anonymous entries are allowed, but these types of entries do not allow us to follow up with you via email or phone.

After you enter a citizen service request, the system automatically routes your request to a predetermined city staff member (or members). Staff can then work on and/or reroute your request to another department member if needed. After your request is completed, city staff closes it and we will then notify you via email that the request has been taken care of, along with an explanation of what was done.



It is simple and it works well. Of course, if your sewer is backing up and it's Sunday night, you probably will not be getting on the internet and entering a **Citizen Service Request**! All of our emergency phone numbers are still staffed by real live people. They are there to take care of the real emergencies.

Check out our **Citizen Service Request** system by getting on our city website at www.salina-ks.gov. The main page is where you will start. There is a link on the left side that says **Citizen Service Requests**. Click on it to get started. There is also a rotating banner towards the bottom right of the main page that will take you to the same place. Enjoy!

-OVER-

An informed citizen



is a better citizen!



Are you among those in the know? Now entering its 31st year, the Smoky Hill River Festival is Kansas' best kept secret. Once you discover it, it's certain you'll always come home to the Smoky Hill River Festival.



• Looking for music and entertainment?
The Festival offers a wide variety with appeal for all ages

• Enjoy learning more about visual art?
The Festival rivals big city events for the quality of our fine art and fine craft shows.



• Searching for something to do with the kids?
The Children's Area offers a colorful grab-bag of things to see and do.



• Temptation Lies Ahead!
These tasty treats can only be found at Festival time!

And That's Not All!
Choose from other "don't miss" activities, including the Big Band Dance at the Bicentennial Center and the Festival Fitness Five Run and Walk.



2007 Smoky Hill River Festival

June 7, 8, 9, 10 - Salina, KS

www.riverfestival.com

785.309.5770 or sahc@salina.org

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